



CODE RED WORKLOAD!

About the relentless workload and its consequences for safe and healthy working conditions within Lidl Nederland.



@LIDL: FOR US TOMORROW STARTS TODAY!

SUMMARY

"#Tomorrow starts today", "Vitamini's", "Kool & The Gang": Lidl seems to want healthy customers, as these advertising campaigns proclaim. But how well does Lidl take care of the health of its employees?

This can be vastly improved, according to a survey of Lidl staff by FNV Handel.

FNV Handel is constantly receiving feedback from Lidl workers that there is much room for improvement in working conditions. They are still particularly worried about the high workload. New research (end 2018) with the Rapid Workload Test shows that no less than 72% experience a high workload. This is 7 out of 10 employees and 52% more than the national average. One-fifth of the employees report regular unpaid work.

These results are all the more shocking because this is not the first time that FNV has carried out the rapid test at Lidl. Staff were also surveyed in 2014 and 2015. The results of these investigations were then shared with the management. Management promised improvements, and a set of measures was drawn up. These were inadequate, it turns out. 87% of employees confirm in the new survey that the workload has increased in recent years. And as far as unpaid overtime is concerned, there is hardly any improvement compared to the previous report (22% now, compared to 23% then).

FNV Handel takes the results of this study very seriously. We now want management to take on board our recommendations for improving working conditions and reducing workloads. We want a realistic productivity standard, more permanent employees, fewer physical complaints and more appreciation.

Healthy customers start with a healthy workplace. **Practice what you preach, Lidl: tomorrow starts today.**

1. LIDL WORKLOAD = CODE RED

Lidl Netherlands is experiencing explosive growth¹. The market share of Lidl Nederland is growing in comparison with its competitors, and turnover has risen sharply. Lidl is one of the largest discounters in the supermarket sector in the Netherlands. In addition, Lidl aims to work towards circular business operations. As the first supermarket chain, all Lidl stores in the Netherlands are 100% natural gas-free.

Investments are also being made in the construction of energy-efficient distribution centres (DCs). A new distribution centre opened in Oosterhout in February 2019. It is the largest Lidl distribution centre in the Netherlands and one of the largest in Europe. Lidl sets the bar high, but how do these ambitions work out for its own employees?

This report is the result of efforts made by active FNV members at Lidl from both branches and distribution centres. They continue to receive feedback from their colleagues that there is much room for improvement in working conditions. This was first confirmed in 2014 in the report '**Lidl: Don't count on your success**'. The main conclusions at the time were that there was a structural over-stacking in terms of height and weight due to the high workload. This was followed in 2015 by the report '**Less workload for better quality**, a study into workload and the consequences for safe and healthy working conditions within Lidl'. The workload was three times higher than the national average. In addition, it became clear once again that the high workload for a significant number of Lidl employees, both from DCs and branches, has a negative impact on physical and mental health. Other consequences of the workload are high staff turnover, job replacements and higher absenteeism due to illness.

¹ www.distrifood.nl/branche-bedrijf/nieuws/2019/01/marktaandeelen-lidl-wint-ah-verliest-101121483

Lidl's board promised to make improvements. Agreements were made about a set of measures, including unpaid overtime, better supervision of supervisors and understaffing in the DCs. Lidl's management said they took our complaints about high workload seriously. However, given the constant feedback about a lack of improvement, new research seemed necessary. In the past year we have therefore once again mapped out the workload by giving employees the opportunity to fill in the [FNV Rapid Workload Test](#) (both on the shop floor and online²).

This new study shows that as many as 72% experience a high workload. This is 7 out of 10 employees and 52% more than the national average. One-fifth of the employees report regular unpaid work. This is hardly an improvement compared to the previous report (22% now, compared to 23% then). 87% of the employees confirm that the workload has increased in recent years.

We are quite shocked by these results. It's code red for people at Lidl. Enough is enough. On a number of occasions, we have called on the management to find ways to reduce the workload and improve quality. We have also identified concrete areas for improvement. Now it appears that too little has been done in this regard. We demand that the management takes this situation really seriously and takes on board our recommendations³ to resolve the high workload within Lidl and the negative consequences for the health of Lidl employees.

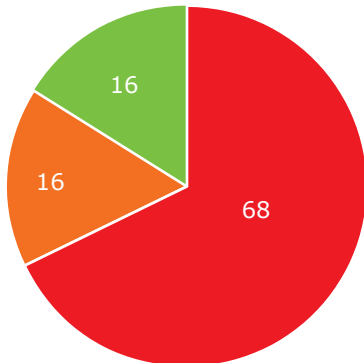
² Sneltestwerkdruk.nl

³ See chapter 5: Solutions.

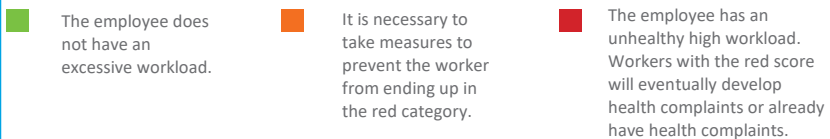
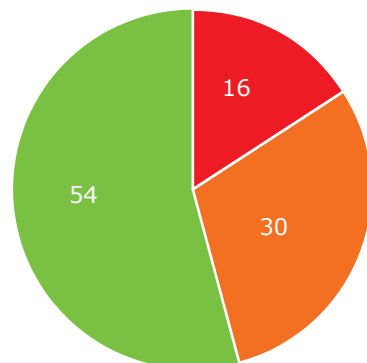
2. WORKLOAD RESULTS

The workload has been investigated using the FNV Rapid Workload Test. The results are divided into a score designated by green, orange or red. The scores refer to the level of workload⁴. The workload at the shops and distribution centres is higher in comparison with the general working population⁵. Almost 7 out of 10 employees have an unhealthy high workload. Red score. This is a clear indication that action is needed to reduce the unhealthy high workload.

LIDL SHOPS AND DC'S



NETHERLANDS BENCHMARK



⁴ If a respondent scores green, the employee does not have an excessive workload. If a respondent scores orange, it is necessary to take measures to prevent him/her from ending up in the red category. If a respondent scores red, this means that the employee has an unhealthy high workload. Workers with the red score will eventually develop health complaints or already have health complaints.

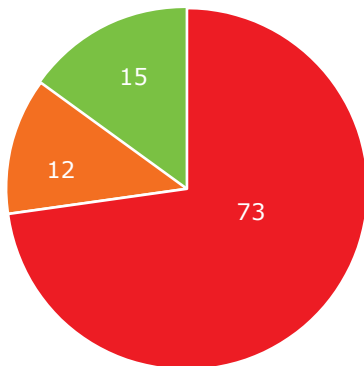
⁵ The results of the FNV Rapid Workload Test within a specific department or organisation can also be compared with the current SKB benchmarks (skb onderzoek en advies www.skb.nl). Of the more than 100,000 employees from the general working population in the period 2012-2016, 15.7% of the employees score 'red', 30.6% 'orange' and 53.7% 'green'.

WORKLOAD PER FUNCTION

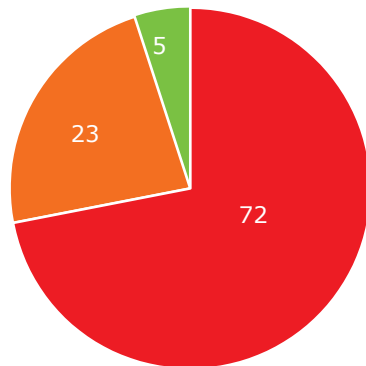
The level of workload by function clearly shows that the workload is highest for Assistant Branch Manager (AFM) (76% red), Supermarket Manager (SM) (73% red) and Deputy Supermarket Manager (PSM) (72% red). This is because of the productivity requirements and the responsibilities they have.

Employees in these positions also clock out more often in order to continue working afterwards. The main reasons for this are to finish work, to reach the productivity⁶ standard and to save hours. High pressure is felt to achieve productivity. There are too many tasks that need to be done within too few hours. Employees are pressured to get the work done, even outside paid working hours.

SUPERMARKET MANAGER

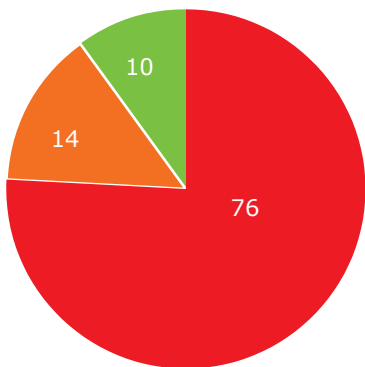


DEPUTY SUPERMARKET MANAGER

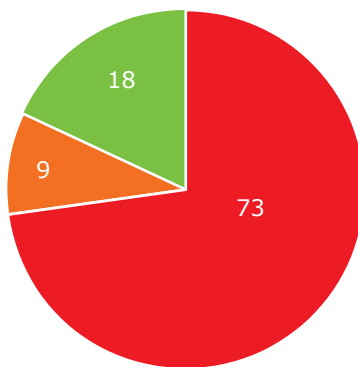


⁶ The productivity standard is a turnover target. The number of hours allocated to achieve a turnover in relation to the space/size of the store.

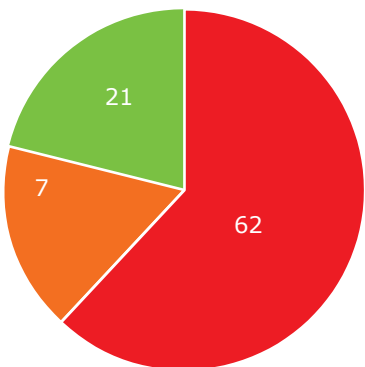
ASSISTANT BRANCH MANAGER



DC ASSISTANT



SHOP ASSISTANT



3. UNPAID WORK IS UNDESIRABLE

Our research shows that Lidl's profit figures are partly achieved through the unpaid work of employees. Thanks to all this free work, Lidl employees give the employer around 4 million euros a year as a gift. That's money for nothing for Lidl.

One of the conclusions of the 2015 report was that mainly (assistant) branch managers regularly clocked out and worked unpaid to meet the productivity⁷ standard. Lidl also agreed at the time that this was an undesirable situation. As a measure, Lidl proposed to clarify the components of productivity and the percentage that can be used, for example, for training. Suppose that 10% can be spent on training, then it can also be explained why productivity is 10% lower. According to Lidl, the regional manager would be better able to supervise the clocking out and then continue working.

However, the regional manager also has to meet targets. The only way for the regional manager to achieve these goals is to arrange this informally and to continue working unpaid.

Lidl is of the opinion that the productivity standard should not be at the expense of the employees. We agree with this. Unfortunately, it appears that the measures have not yet been sufficiently effective. And that in many cases they have been incorrectly implemented. More than a fifth of the employees still clock out regularly and then continue to work unpaid. The reason most often mentioned is that the productivity standard is skewed and insufficiently tailored. Employees with the SM, DSM and ABM functions in particular feel pressure to meet the production standard. After 2015, a new function was introduced, the DSM. Whereas in 2015 the SM continued to work 68% unpaid, we now see a percentage of 59% for the SM and 42% for the DSM. Both very high.

⁷ The productivity standard is a turnover target. The number of hours allocated to achieve a turnover in relation to the space/size of the store.

We did not include the DC workers in the table below. However, we are receiving feedback from employees working on an occupational therapy basis to work more hours per day than advised by a company doctor. These hours are worked off-clock. This can never be the intention and can delay the recovery of workers.

"I have to work for 2 hours on an occupational therapy basis, but this is not taken into account at the dc and I still get more work than I can finish in two hours." - DC Employee

UNPAID WORK WITHIN LIDL DIFFERS ACCORDING TO FUNCTION:

	2015	2018
Total	23%	22%
SM	68%	59%
DSM	N/A	42%
ABM	32%	27%
Shop assistant	10%	12%



4. CONSEQUENCES OF WORKLOAD

At Lidl we see a red score of 68%. Employees score red for dangerous and structurally high workloads, resulting in work stress and physical and psychological problems. Add to this the 87% that indicate that the workload has increased in recent years; then we are dealing with an untenable situation.

"Too tired to go home - after work I'm too tired to get on my bike or bus. I have to wake up and have a cup of coffee before I can move on." - DC Employee.

Workload leads to working stress. Continuous work-related stress leads to overtiredness and can lead to burn-out and depression. Workload can also cause cardiovascular disease. Although not everyone who has a heavy workload reports sick, a high workload generally causes a high level of absenteeism. Moreover, if the workload is too high, the risk of accidents and mistakes increases.⁸

"An ABM wanted to unload in a hurry and didn't have time to do this safely. The ABM collapsed, causing the shoulder to dislocate." - DC Employee.

Due to the high productivity requirements, 55% indicate that they are not able to finish the work during normal working hours. According to the employees, the productivity requirements are the main cause of the excessive workload. As a result, employees mainly experience stress-related complaints, followed by physical complaints. After that, employees are less enthusiastic about the working atmosphere and the high workload affects customer contact. Not being able to eat at home with the family is mentioned to a lesser extent as a negative consequence of the productivity requirements. Finally, the obligation to pay overtime in the DCs is considered to be burdensome.

"We don't have enough hours available to hire permanent staff and we

⁸ SAE (Social Affairs and Employment) Inspectorate (<https://werkdrukenongewenstgedrag.zelfinspectie.nl/thema/te-hoge-werkdruk>)

keep working with new employees each time, so we have less time for our tasks." - BM.

*"I'd like to work more hours, but my contract hours are not going to be increased in line with the productivity that our branch has to achieve."
- Shop employee.*

"You're at the very bottom, all your colleagues are working faster than you, according to the DC management. They always want to get on with it, they play you off against each other, resulting in a high workload and physical complaints." - DC Employee.

"The pallets are stacked too high. The trucks must be filled as effectively as possible, even if this causes the pallets to be stacked too high. This gives rise to physical complaints" - Shop employee.

The 2015 report showed that the high workload also has a negative impact on the private lives of Lidl employees. For example, many employees indicate that at the end of a working day at Lidl they are 'knackered', feel exhausted and, as a result, find it difficult to relax and would prefer to be left alone when they come home.

Not being able to take a break means that employees cannot recover. Employees say they don't have enough time to go to the bathroom. Employees in the DCs even have to clock out before they are allowed to use the toilet.

"I can hardly ever take a break, during my break I am very often interrupted with all kinds of questions or the constant rush to get things done" - ABM

Not being able to enjoy a holiday is another consequence of the workload. It is difficult (especially in the DC's) to take holidays because of the constant rush to get things done. Although the collective agreement states that a minimum of three consecutive weeks' holiday can be taken during the summer period, in practice it appears that only a maximum of three weeks' holiday will be paid for, no longer. While this is very important in times of structurally high workloads. Holidays give employees more latitude to disconnect from work for longer and really relax.

*"Easter, Saint Nicholas Day, Christmas, the whole month of December and summer holidays, these are always difficult to get free. When can I go on holiday with my family?"
- DC Employee.*



The extension of opening hours on Sundays also has consequences for the workload. Sunday work means a 100% surcharge, so productivity is cut back and the age of the employees on Sunday is looked at very closely. Older workers who want to earn extra money are not allowed to work because they are too expensive. Anything to keep labour costs low, resulting in a high workload. There are also employees who are concerned about safety on Sundays. With fewer and younger staff on the shop floor, there is a greater risk of robbery.

"On Sundays, there is often just a skeleton crew working, even though it is a busy day in most of the branches. Then we meet again on Monday morning. Because Sunday's work is not finished, there is an additional workload on Monday." - Shop employee.

5. CONCLUSION AND SOLUTIONS CONCERNING WORKLOAD

The main conclusion is that the workload has only increased since 2015. 87% indicate that the workload has increased in recent years. And Lidl employees now have four times more workload problems than the Dutch average. In 2015, it was three times as much.

During previous campaigns, the Lidl framework group of the FNV had already drawn attention to the problem of excessive workloads within Lidl Nederland. At that time, we were already aware of several negative psychological and physical consequences of this excessive workload. We also provided the management with recommendations.

Several of our recommendations from previous studies have been taken up. Of course, we are very satisfied with this. However, it could be better. Not all our areas for improvement have been implemented effectively or have led to sufficient improvements. We believe that all Lidl employees should be able to work under conditions that guarantee our safety and health in the workplace and that are sustainable. Working conditions must also be such that we can enjoy our leisure time after work, and not have to take our problems with us into our private lives, to our families and friends. In addition, we believe that the productivity standard should be made more realistic so that Lidl workers do not feel compelled to do unpaid work. It is time to come to the table and discuss this report and recommendations. We've had enough!

ADDRESS THE SOURCE OF WORKLOAD = ADJUST THE PRODUCTIVITY STANDARD⁹

From the figures, but also from all conversations on the shop floor, it is clear that the main cause of the high workload is the productivity standard. Lidl's growing. This is reflected in the increase in turnover, new stores, sustainable DCs and the desire to be voted best

⁹ The productivity standard is a turnover target. The number of hours allocated to achieve a turnover in relation to the space/size of the store.

employer. Lidl is no longer the same supermarket it was 10 years ago. While Lidl was then still a discount supermarket focused on a discount target group, Lidl is now profiling itself as a full-service supermarket: customer-friendly, and also offering luxury products.

The ambitions are noble, but not achievable with the amount of staff on the shop floor of a discounter. This also makes it difficult to attract and retain new staff. As an employer, Lidl has a duty to ensure good working conditions and to set real productivity standards, because that is no longer possible.

In 2015, we already demanded a structurally lower productivity standard. Since then, Lidl has reserved 10% of the productivity standard for training, but this is not being used effectively everywhere. Lidl has also adjusted the productivity standard from net to gross. This makes it look lower and more favourable, but in fact it has remained the same. Our research also shows that little improvement has been made. In 2015, we said that a healthy standard should be set for each branch. This has not been implemented, even though the most important solution is to reduce the workload.

That is why we are making these three important recommendations:

- Exempt the SM/BM from the productivity standard. By exempting the SM/BM from the productivity standard, a branch can add an additional 42 hours.
- Do not include additional operations such as removing, balancing and converting racks to bring them in line with the productivity standard.
- Place training hours outside the productivity standard. And then really stick to this.

BETTER QUALITY AND LESS WORKLOAD = MORE PERMANENT STAFF

In addition to the productivity standard, the lack of (qualified) permanent staff is also a major cause of the workload. Employees feel responsible for providing cover due to lack of staff, even though it is not their problem. Many of the recommendations made in our 2015 report on this subject have not yet been implemented. We therefore reiterate the following points:

- Framework¹⁰ = make improvements by looking at the existing workforce and by allowing at least 100 employees to be promoted to management positions. Within six months, 50 employees should have been promoted.

¹⁰ Branch managers

After 1 year, 100 employees. Lidl Nederland has 19000 employees. There are 100 employees here who would like to and are able to be promoted. This offers employees perspective and is in line with being a good employer and the ambition to become the best employer.

- Appoint a productivity manager. In this position, an employee will be able to fully focus on achieving a realistic productivity standard. The Productivity Manager supports the BM and instructs the Department Manager.
- Give flexible workers a permanent contract more readily. The flexible non-core workforce should be smaller. It takes time to train up new staff, and if the temporary workers do not have their contracts extended, new staff will have to be found and reintegrated. Together with the impossible productivity standards, this leads to an excessive workload. Therefore, give flexible employees a permanent contract after just one year if they are found to be suitable. This is especially true for DCs.
- More people need training in bakery, fruit and vegetables and non-food departments. This allows employees to help each other faster, and everyone can take a break and go home on time. That lowers the workload. A minimum of seven people per department should be trained per branch. These employees have to be scheduled to work in a department, so that they do not have to work on an ad hoc cash register, for example. Task rotation remains possible, but not when employees are scheduled to work for these departments.
- It is also necessary to ensure that qualified personnel are available in the right places. At the moment, workers are still being thrown into the deep end too quickly. Provide long-term mentoring and training to the permanent staff so that they can better assist new staff.

AVOID PHYSICAL STRAIN DUE TO WORKLOAD = LESS HIGH STACKING

- The pallets must be stacked lower, as agreed after our first report. This is still going wrong. We also continue to receive complaints about incorrect stacking, with all the risks that this entails.
- In the DC's, the quantity of pallets that have to be moved in one hour is still too high. There is officially no "collinorm", i.e. the standard number of packages that have to be handled in a certain time but the pressure is felt by the employees. Temporary workers are the main victims, because if they do not meet that so-called "collinorm", they do not have to come the next day. People are also played off against each other, where managers say that a certain employee is hitting targets but another employee is not.

- Employees indicate that, especially for DC workers, there should be more job rotation in order to counteract the physical strain - the effect of which is exacerbated by the high workload.

BEST EMPLOYER = MORE APPRECIATION FOR EMPLOYEES

With the productivity standard and the pressure to meet it, employees notice that there is less room for appreciation. To make Lidl more attractive as an employer, employees propose showing more appreciation for employees.

- Restore the WTR (working time reduction) to employees. Give employees the choice between 8.1% more pay, or WTR days per year. Inform employees about the differences and benefits.
- Implement a 5% discount for staff in the shops, as in some other European countries.
- Through a top-down approach, employees experience a culture of fear. Employees feel that there is too much pressure and there is little autonomy. In order to tackle this issue, we and Lidl want to consider, among other things, the appointment of a confidential counsellor and a prevention worker.
- LEON (training programme) and the intranet often do not work or work very slowly. The computer for working with LEON should be in a visible place in the canteen, not in a separate room.
- Better cooperation and communication with DC and the branches. Per DC a flowchart how you can scale up in case of problems, so you don't spend weeks trying to reach someone. This flowchart must be visible in the shops.

ANNEX

JUSTIFICATION FOR RAPID WORKLOAD TEST

Workload and fatigue at Lidl were measured using the FNV Rapid Workload Test. This test uses two approaches, on the basis of which an initial assessment is made of the workload of the employee and a group of employees.

Work rate and work quantity: Is the employee able to do the job he or she is asked to do in the time available?

Recovery after work (recovery need): How tired is the employee after work?
Can the employee recover sufficiently after work?

These two aspects are reliably measured using the “questionnaire about Labour Experience and Assessment” (Vragenlijst Beleving en Beoordeling van de Arbeid – VBBA 2.0)¹¹. A set of 6 related questions with 4 answer categories (always-frequently-sometimes-never) is asked about both aspects. The most favourable answer has a value of 0 points and the most unfavourable answer has a value of 3 points. The maximum number of points for a theme is achieved if all 6 questions are answered with 'always' (18 points). The lowest number of points for 1 theme is 0 points, in case all 6 questions are answered with "never".

For 'Recovery after work', 2 limit values are used. Employees with 7 to 18 points have an increased chance of dropping out with psychological complaints. This cut-off point is analogous to the cut-off point for the 'old' scale.

Recovery needs, which were used in the Occupational Health and Safety Covenant Monitor. At that time, the cut-off point was determined on the basis of an examination of employees with mental health problems, who were referred by a company doctor to an A&O-psychologist. Employees with 6 points have more points than average but the risk of absenteeism is not (yet) great. They are identified from a preventive point of view.

¹¹ skb.nl/en/vbba.html

One limit value is used for 'Work rate and work quantity': The work rate and/or the work quantity of employees with 9 to 18 points is so high that it can be assumed that it contributes substantially to the development of severe mental fatigue. This cut-off point is also analogous to the cut-off point for the 'old' scale 'Work rate and/or work quantity', which was used in the Occupational Health and Safety Covenant Monitor. The new cut-off point has been verified by comparing the workload experience of the group of workers with a very high recovery need (10 points or more) with the rest of the labour force. At the cut-off point of 9 points on the work rate and/or the work quantity scale, both the sensitivity and the specificity are as high as possible, i.e. 64% and 76%.

By combining the limit values for 'Recovery from work' and 'Work rate and work quantity', it is possible to give specific advice to the individual employee about his/her workload.

In the FNV Rapid Workload Test, the answers are divided into three colours: green, orange and red. If too many employees within a department or organisation are 'in the red', so have a high workload and do not recover sufficiently after work, this will eventually have a detrimental effect on the quality of the work and the health of employees. There is also a good chance that there are common causes for this as a result of the work. A common approach is then desirable.

The results of the FNV Rapid Workload Test within a specific department or organisation can also be compared with the current SKB benchmarks. Of the more than 100,000 employees from the general working population in the period 2010 to 2015, 14.5% of the employees score 'red', 29.9% 'orange' and 55.6% 'green'.

ANNEX

FNV LIDL FRAMEWORK GROUP; ACTIVE; FOR AND WITH YOU

This report is an initiative of the FNV Lidl framework group. The management group continues to grow and now consists of approximately 25 employees from both branches and distribution centres. The FNV Lidl framework group is now a well-known phenomenon and many employees within Lidl know that the framework group is committed to improving working conditions within Lidl. They don't do this alone, but with colleagues on the shop floor.

Not only are the problems mapped out with colleagues on the shop floor, but the colleagues on the shop floor are also involved in finding solutions to the problems. In this way, the framework group can provide the Lidl management with solutions that are supported by the employees.

FNV Handel trains managers to be able to represent the interests of their colleagues and to involve them in trade union work. Managers also act as a point of contact for colleagues who have questions or experience problems with their work, collective agreement and rights that arise while working at Lidl. We know from our own experience that many questions remain unanswered on the shop floor. For a variety of reasons, it is sometimes difficult to discuss these questions directly with the manager. Since each manager works in a branch or distribution centre, the questions are familiar to the managers.

In order to keep an eye on the circumstances of the employees within the context of Lidl's enormous growth, we will continue to look for active members who are willing to work on improvements. Together we are strong and can send a strong signal to Lidl on behalf of the employees. Our motto is:

"There's always room for improvement", that's what we strive for for our colleagues. If you are interested and would like to discuss it further, you can send an email to the members of the FNV Lidl framework group via lidlkadergroep@gmail.com.
Check out our public facebook page FNV kadergroep Lidl.

SUCCESSSES OF FNV LIDL FRAMEWORK GROUP

Lidl is growing impressively, and we are pleased about that, because that also means jobs. This growth must not be to the detriment of workers and their interests must remain well represented. That is what the framework group is committed to. In that context, much work has been done in recent years within the FNV Lidl framework group, such as:

- Strikes at the Tiel distribution centre. These were the first strikes ever in the history of Lidl Nederland. Lidl wanted to close down Tiel's distribution centre and move the employees to Oosterhout. With the strikes, we have ensured that the distribution centre remains open, new work comes to Tiel and that employees who go to Oosterhout enjoy much better travel arrangements. In addition, the employees in the distribution centre have become members en masse, which makes them much stronger together.
- Offers of various petitions, including the most recent one in the Zutphen branch. In this branch, the framework group received many complaints about intimidation and mismanagement, among other things.
As a result of our petition, order has returned to this branch.
- International solidarity. Lidl is not only experiencing massive growth in the Netherlands, but also internationally. In order to keep up with this growth and to be able to work internationally with Lidl colleagues abroad, the FNV Lidl framework group has an international committee. In this committee, managers are given all kinds of tools to enable them to carry out trade union work internationally. As a result, we now have a clear picture of the countries in which trade unions are active within Lidl and we will continue to cooperate in tackling issues together.
- Public Facebook page where many colleagues can be reached with information, calls, questions and answers: check facebook: FNV Kadergroep Lidl.
- Multiple reports offered to Lidl to implement improvements on the shop floor. 'Lidl: Don't count on your success' report, in which the oversized pallets have been mentioned. As a result, it has been agreed with the management that the pallets may not exceed 175 cm plus a light box.
'Less workload' report, which shows that a quarter of the staff clock out and work through, and that the workload is very high. Lidl has taken measures to stop clocking out and to reduce workloads. Unfortunately, this report shows that the measures have been insufficiently implemented, which means that this problem persists.

- Lidl's personnel manuals have been compared by the framework group with the VGL CAO and Lidl has been made aware of errors and contradictions. Lidl has made adjustments to the manuals.
- Newsletters. A quarterly newsletter from the framework group contains useful information for Lidl's colleagues.
- Deployment of VGL cao. FNV Lidl framework group conceives of and participates in sector-wide consultations in order to obtain a better collective agreement for Lidl employees.
- Campaign weeks. FNV Lidl framework group goes around the country to talk to Lidl's colleagues about a certain theme or survey.

Of course, there is much room for improvement in everything that has been mentioned above, and we, as a framework group, will continue fighting to achieve this.

COOPERATION WITH THE FNV OCCUPATIONAL DISEASES BUREAU

Being exposed to excessive workloads for too long can lead to overstrain and burnout. Employees feel tired, tense, irritable, emotionally unstable, have trouble concentrating on something and often sleep badly. If the symptoms of overstrain are serious and long lasting, we speak of a burnout. If a burnout is largely caused by work, it can be regarded as an occupational disease. High pressure of work can also lead to physical complaints, as the study at Lidl also illustrates. These complaints can also be classified as occupational diseases if they are largely caused by work. If you think you have an occupational disease due to work pressure or physical strain, you can report it to the FNV Occupational Diseases Bureau .

The FNV Occupational Diseases Bureau supports members of the FNV in recovering the financial damage caused by an occupational disease from the employer or his/her insurer. This could include loss of income due to long-term illness, where people end up in the WIA.

Do you think you have an occupational disease or do you want more information?

Then you can always contact us:

FNV Occupational Diseases Bureau

fnn.nl/beroepsziekten Email bbz@fnn.nl - T 088-

368 0 207

(Every working day from 0830 to 1600).

COLOFON

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